



Operations Associate (UK)

How does it all work?

Global Fund for Children works to build a world where all children and youth are safe, strong, and valued. To that end, we partner with innovative, locally-led organisations, helping them deepen their impact and build their capacity for social change. By pairing flexible funding with targeted capacity development services, we help our partners grow stronger and more responsive to challenges on the ground. Since 1997, we have invested more than \$44 million in over 700 organisations. Our work advances the rights of children and youth across four focus areas: education, gender equity, youth empowerment, and freedom from violence and exploitation.

You will join a multinational team of caring and committed individuals who believe in investing in bold ideas to help grassroots organisations deepen their impact and advocate for children's rights. We value courage, excellence, learning, partnership, and inclusion, as well as kindness and passion. Our partners' visions for change inspire all we do. Feedback and learning inspire us to do better, and strive to be youth-centered.

What will you be doing?

The Operations Associate will play a key role in helping build the UK Trust's collective capacity, focusing on technology, hardware support, facilities and administrative needs. The Operations Associate is also responsible for helping to ensure smooth day-to-day operations. Focus on superior "customer" support will be key, as well as the ability to address multiple different types of requests

The Operations Associate will be a point person in the UK for managing computer hardware and working with our IT vendor to ensure staff resolve any platform or software issues. The Operations Associate will perform administrative and logistical duties, support meeting and event planning, staff engagement, and general office management activities. This role supports multiple areas within GFC. Generally, the Operations Associate will be responsible for finding new and creative ways to cultivate a positive and welcoming culture both virtually and in our physical office environment.

A successful candidate must be able to self-manage projects and tasks to completion. Flexibility, positivity, creativity, independence, drive, an ability to anticipate needs, and a willingness to pitch in as a team player are essential to success. This role reports to the Senior Director, Operations and Governance, located in Washington, DC.

KEY RESPONSIBILITIES

Office and Technology Management

- Assist in distributing and maintaining equipment and supporting technology updates for the organisation
- Assist in distributing temporary equipment and sending equipment covered by service warranties to a service center
- Work with IT Vendor/ tech support in setting up equipment and running computer updates
- Work with the Operations Team to set up new users and new accounts, provide technology onboarding, track and manage inventory and respond to staff requests
- Ensure the GFC physical office space is maintained and organized and initiate steps to improve appearance, systems, organisation, and smooth functioning, as appropriate.
- Manage inventory of office supplies and kitchen supplies. Place orders on a timely schedule to ensure we have the necessary items in stock.
- Interface with the stakeholders and partners to ensure GFC's systems are operational and coordinate events
- Function as an internal point-of-contact for visitors and welcome guests to the office
- Fire warden and First Aid officer duties (training will be given for both, willingness is key)
- Respond to incoming general emails and direct to correct contact as necessary
- Assist team members in using online meeting systems, and help maintain scheduling for company-wide meetings
- Process incoming mail, and assist in office-based administrative tasks such as reviewing email inquiries, responding to incoming phone calls, ordering supplies and working with vendors

Office Culture and Employee Engagement

- Coordinate Virtual Team Meetings and ensure that agendas are prepared in advance
- Assist in coordinating staff engagement and professional development events, such as brown bags, outings, social activities, volunteerism, and partner visits
- Assist in coordinating recruitment, onboarding and exiting processes and procedures for UK staff, consultants, fellows and interns.
- Assist in fostering and reinforcing organisational strategy and values for all team members
- Support efforts to increase opportunities for staff engagement, including social activities and professional development

Administrative Support

- Enter and manage data and upload materials and relevant information in GFC systems.

- Assist in data and gift entry to ensure accurate pertinent information is accessible in a timely manner.
- Assist in updating and maintaining organisational policies, procedures and processes, as well as associated forms, as requested
- Assist Leadership with travel and meeting logistics and preparations, as needed
- Coordinate logistics for staff meetings, Management meetings, Board meetings, committee meetings, and other meetings, as needed
- Contribute to project/program activities, as requested (e.g., conduct targeted research, assist with the preparation of materials, as appropriate)
- Draft letters and correspondences, and assist in editing, formatting and finalizing reports, proposals and other publications, as requested

SKILLS AND EXPERIENCE

We know that the right person may not be equally experienced in all aspects of the skills listed below so we are committed to providing induction and development support to the new role holder. We are looking to hear from exceptional candidates who can demonstrate strong skills in most of the following areas in their application and at interview.

- 2+ years relevant experience; charitable organisation, international aid or global development experience a plus
- Strong attention to detail and highly organized
- Flexible, dependable, and able to prioritise competing demands.
- Strong interpersonal skills; effective at working with others over geographical distance
- Familiarity with MS Office packages
- Experience with data entry and use of databases
- Comfort in working with hardware, equipment, cables and cords
- Excellent communication skills (active listening, writing, speaking)
- Ability to process information quickly.
- Collaborative team player, patience, and a sense of humour.
- Demonstrated commitment to GFC's values

What we offer you:

Global Fund for Children (GFC) fosters a caring and flexible work environment that promotes collaboration, team well-being, respect, and professional development. We set standards of excellence and quality in our work, firmly believing that children and youth deserve the best we can offer.

Salary range - £28,000 - £32,000 per year

Weekly hours – 35 hours per week.

Pension – Employees are auto-enrolled on the GFC workplace pension scheme. 8% employer contributions with 4% employee contributions.

Holidays – 25 days annual leave and 8 UK bank holidays. GFC offers an additional 5 floating holiday days to mirror global organisational leave. The basic annual leave allowance increases to 30 days after 5 years of continuous employment.

Working Location – Candidates are required to work from our London UK Trust Office.

Learning – GFC encourages professional development as a part of our culture and values. GFC provides regular opportunities for training, collaboration, and mentorship. Employees may access to professional development funds to support continued learning.

How to apply?

If this sounds like a fit, we want to hear from you. Please send a detailed cover letter and a resume to careers@globalfundforchildren.org with “OA” in the subject line. Applicants must be legally eligible to work in the United Kingdom. The position is open until filled for immediate hire and only short-listed candidates will be contacted.

GFC is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

If you are an applicant with a disability and require a reasonable accommodation to apply, please send an email to careers@globalfundforchildren.org with your request.

Learn more about us at www.globalfundforchildren.org.